

Chevron Richmond Refinery Integral Assessment Final Comments

"Everything needs change. We need to get into the year 2000 not the 60's, 70's, 80's, and 90's."

"There are a lot of safety policies but it does not seem we always have a say in developing them."

"Some of the questions should reflect the mood when the refinery is in shutdown."

"I spend many days training with veteran employees who have done that specific task many times. This teaches the task, but also the time spent with an experienced Chevron employee allows me to glean a lot of good info about working here, working safe, and understanding the big picture."

"LPS is like a funnel to pour so-called safety down our throats; if the JHA's were allowed to be made out before each job (and were expected to be made out and received by the supervisors and workers before each job, that would be far more beneficial to safety than learning the job by rout [sic] like a dog. LPS is not a good program."

"My impression is the higher we go with management the less sincere they are when they talk about safety – they are more results oriented. The closer management is to operations (low level management) the more I really believe they care."

"I feel safety is preached heavy, but I sometimes wonder if there is a real genuine concern or is it just to reach certain numbers and saving money. This may not be true, but sometimes I wonder."

"Many of the questions have no correct answer. Many questions seem to be worded in order to get the answer that is desired. The true perception was that if safety was not part of management's bonus/pay plan then safety would not be an interest. No one wants to get injured but accidents do happen. We all realize that management and the workforce want to minimize injuries however LPSA and IIF are only tools to help minimize injuries."

"Answers were mainly based on unit experience as I have been only a Chev employee for (less than) 2 years but Chev seems dedicated to safety."

"Even though the company seems to be behind the Mamt (?) wide safety committee, it does not seem to have the ability to encourage members of the "zones" to participate. Presently, only "shops" and some contracting group regularly attend the meetings and audits."

"One of the best refineries I've worked in. Having #1 safety makes me more aware of myself & safety even when off the job. Chevron is the best overall when it comes to safety. Thanks. It's the best place to work."

"The company does not care how we really feel about any of this stuff."

"As a contractor for the past 8 years, when I started in 2000 to present I've seen a lot of changes safety-wise that I deeply appreciate and I am very happy to know that the client care about me enough to make sure I go home to my family safe every day."

"I still feel that reporting safety issues are a risk not reward!! Sometimes we are looked down on for bringing up safety issues."

"I don't think we currently have a safety person – or used to. He wasn't very competent and we learn to question his advice. I don't really know what they teach our newest operators-in-training these days. When there seems to be a black space we try to fill in any blanks. Those who have been here over 10 years do cast a jaundiced eye on each new system that appears. I remain hopefully that this one enables us all to return to our families in one piece after each shift. I still have a problem with how our safety awards are made. Management has tied being compliant to receiving monetary safety awards. This was done because it became apparent managers couldn't manage their staff to remain compliant. We all sign a statement for conditions of employment – remaining compliant is one of them when we work here. I always try to be as safe as possible and compliant – the two don't have to be together."

"This is a bargaining unit. Negotiations are fast approaching. Chevron is currently training engineers and managers to replace operations should there be a strike. They want the refinery to run at full capacity. They are training these people and qualifying them in a three (3) week training plan. Operations has a three (3) year training plan. If Chevron really care about "IIF", would they be doing this?? Beyond that, as a Richmond resident I have a safety issue with this as well."

"Safety is a numbers game for Chevron. They use punishment & intimidation to aid in their quest for their "IIF" environment."

"Nice survey, hope it helps."

"It has never been, and will never be about anything but \$\$."

-Injuries cost money.

-Repairing faulty equipment, broken concrete, abnormal surfaces, sealing leaks, providing proper training, all cost money.

-I am paid-off for not reporting incidents.

-Supervisors routinely look for ways to "work harder", regardless of the overall impact of the workforce.

-Chevron, company employees are regularly threatened with comments i.e.: "I can get a contractor to do it, if you can't."

-Chevron Impact supervisors regularly ignore safety to protect their budgets."

-The amount of money we spend on a yearly basis as a refinery is quoted more often than how many hours a man or woman has worked safely.

Chevron is in the business to make money. Safety is a necessary evil."

"This does not seem to be a method for getting things repaired. We work in hazardous conditions and expected not to get hurt by 'being careful.' We do not eliminate hazards. We focus on the person with LPS."

"CBT's are a terrible way to train."

"Get rid of the mosquitoes."

"If possible we have to do this more often, to insure the people awareness at all times."

"Currently, safety awards are given out based on results. I feel the awards should be given individually based on employee's own safety performance."

"Have had no problems with safety at this refinery & try to make it the biggest part of the day and seem to get plenty of respect for it."

"Supervisors need to be more readily available instead of in meetings or committees all day."

"This whole present/desire survey was in my opinion awkward. I believe we all try to work safe and follow company policies."

"Safety is #1 right after making money. This is just the 'safety of the month' program."

"More training and specific training of the craft people at all levels is recommended."

"Question 23: Reporting hazards is easy. Following up on hazards after they're reported is a gap for us. This comment is from a control room: Who is accountable for maintain our radios? No one. Our radios are crucial to our safety yet no one holds accountability for their maintenance."

"I thought this test was good for safety."

"Comments? How do you feel about IIF problem?"

"Neg feedback is the rule."

"I feel most of our safety plans are just the flavor of the week. Management is all excited at first but mostly changes. Accident and injury free is not really realistic. Accidents are human, but we can try."

"This survey falls short of capturing the desired information. Many of the statements are too open-ended or may not pertain to an individual's job duties. When referring to "management", it's hard to account for all the managers here. It should be more defined as to what level of management you're (surveyors) are referring to."

"I think we are on the right path. Some managers send the wrong message by not supporting certain system changes such as LPS because it's not on the agenda and personal concerns. If they don't care why should we?"

"Chevron does a good job with trying to keep contractors and employees safe. I think there needs to be positive comments made to individuals."

"I have been at Chevron for three years and overall I do feel that safety is a priority. I believe that our immediate management takes safety concerns seriously and consider employees comment to be useful information. I appreciate the fact that I am made to feel like a person not a number or statistic."

"Chevron has always implemented programs to deal with safety. Too many programs feel like the 'flavor' of the month and don't appear to have any lasting effect. We trade one program for another with little or no net change to how we work or how we view our workplace. It becomes hard to believe safety is truly a meaningful goal when the program come and go."

"I've only been here for less than a year and I am very pleased and happy to being employed by Chevron. Managers, supervisors, HOS, and my fellow co-workers are very helpful in guiding me and showing me the ins and outs of my job and the refinery as a whole."

"We need a standardized safety procedures for all employees (management/mechs./engrs, etc.) alike. Operations should follow or keep a good eye closely on their new hires."

"Chevron only cares about you as long as it costs them little or nothing. For example, they hate us when it comes to contract time, we must make co-payments when Chevron could more than afford to pay 100% medical. The last strike was to get dental. The refinery is training people to take over our jobs if we go on strike (whether a scare tactic or not: it sucks)."

"The present and desired for all refinery rules are still large. Being a D&R is not comfortable for contractors. Planning for GMG was poor. Contractors are moved around like cattle. It doesn't give assurance that we are all in this together."

"Q10: This is a spy tactic that has nothing to do with safety. People who are not qualified for the job they are watching shouldn't be making safety comments."

Q12: Management routinely lies about their intentions/plans. They say whatever it takes to keep you quiet until they spring more work on you."

Q14: They company is not interested in safety unless it keeps the workmen's compensation and OHSA off their case."

Q35: The company has continued to fail in regards to keeping an adequate number of qualified people in the refinery. The amount of force-outs is ridiculous."

"Chevron has to stop pretending they care for us they might, but the care for their records, not really for the safety of us. Just to show off they really care. They just care for their profit and money not their contractors."

"I have noted some very positive results at the implementation of IIF. It is progressive and I hope it continues to grow and improve our resolve. Question #42 was very important to me!"

"Supervisors – considered STL 'not area SVP.'"

"Comment #43: Before we get going on the work. We (the workers) discuss the job at hand. How to get it done. What the potential hazard could be."

"Note: some of the questions are difficult to answer because we have a new safety program that as of yet to bear fruit."

"Supervisors do not fill out pre-task plans."

"I have never heard of a pre-task plan. Let alone from a supervisor."

"Safety is much better than it used to be in the refinery."

"A safety plan that is less on hype and more centered on the job would be nice. I love the voucher program but it's a bribe. When a reportable happens it is taken away until a set amount of safe hours is reached. I happen to believe any safe hour has value."

"#36: MOC was started to allow use of safety doors on staging in '06 but never finished. No follow up. Have the impression GMG doesn't really want to do it...only if requested; one staging at a time. Company should either finish the MOC and implement it or kill the half started process."